

Cross-DAAC System Resource Management Scenario Roles & Responsibilities

These “roles and responsibilities” depict resource management tasks related to configuration management, maintenance, inventory, and logistics at the SMC, EOC, and DAACs.

The proposed set of roles and responsibilities are defined between the various elements.

The areas to be discussed are:

- **hardware and COTS software resource configuration management**
- **hardware and COTS software property management,**
- **on-site and vendor hardware and COTS software maintenance**
- **COTS software license management, and logistics management for spares and media**

Configuration Mgt. of Hardware and COTS Software

NOTE: Not to be confused with the change control process and CCBs. Topic deals with the configuration management of hardware and software resources in an operational sense.

- **The SMC has access to the configuration data base that exists at each site.**
- **SMC has a read only capability as the data base is under change control at the site.**
- **SMC's primary role in accessing the data base is to support system wide evaluations and trade studies.**
- **As the system evolves, the way the various DAACs configure and use their individual systems may lead to more efficient operations across the whole ECS system.**
- **SMC and SEO are monitoring this jointly with the sites.**

Vendor COTS Software Maintenance -

- **The individual sites deal directly with the vendors through their sustaining engineering staff to do problem analysis and COTS software maintenance.**
- **In parallel SMC/SEO track all COTS Software problems via the trouble ticket and DR reports for long term problems and trend analysis across the ECS system.**
- **If a site problem results in a priority one patch from the vendor, the fix goes directly to the site where the standard test and CM rules are followed.**
 - **All pertinent information about the problem and the patch is also be forwarded to SMC/SEO for evaluation of the patch's applicability to other sites.**
- **If the SMC/SEO determines that the patch is required at other sites they deal with the vendor for delivery of the patch to the other sites.**
- **In addition SMC/SEO coordinates with the sites for implementation of the update**

- **The responsibility for evaluating, coordinating, and dealing with the vendor on when to apply a new version of COTS software lies with the SMC/SEO.**
- **The SEO coordinates with the sites as to the advantages and disadvantages from a technical and operational point of view of going to a new version of COTS software.**
- **Once a decision is made to go to a new version, the process is the same as discussed in the Cross-DAAC Software Upgrade scenario.**

NOTE: COTS software maintenance is further described in the COTS Maintenance Plan

Hardware and COTS Software Property Management -

- **The VCATS software is the tool that supports the ILS personnel in the Release A time frame**
- **At each site there is an ECS individual who is responsible for performing the physical property management function**
 - **This individual has the responsibility to receive, track, and audit all ECS hardware and COTS software that reside at that site**
 - **This individual updates quarterly or upon receipt of property use a bar code scanning system the property data base that resides in the sites copy of the VCATS software**

This data base is uploaded to the GSFC SEO's ILS function where it is loaded into the central ECS property data base

- **It is the responsibility of the ILS function at GSFC to be compliant with all appropriate regulations and produce all required reports**

- **Reports of hardware and software property listings are generated on a site by site basis**

NOTE: A more complete description of the property management process is contained in the Property Management Plan

On-site Hardware Maintenance

The on-site hardware maintenance personnel are responsible for responding to trouble tickets and system problems

- **They perform diagnosis, repairs and replacements within their specified responsibilities**
- **The maintenance people complete all trouble ticket and Discrepancy reports for local site evaluation**
- **These same reports are made available to SMC/SEO for evaluation of long term and system wide trend analysis**
 - **This analysis would be part of the recommendations for future system upgrades or near term fixes where a problem is pervasive and impacts operations**

NOTE: A more complete definition of COTS hardware maintenance is described in the COTS Maintenance Plan

Vendor Hardware Maintenance -

- **For COTS hardware that requires off-site vendor maintenance support, the responsibility for initiating and coordinating vendor maintenance support lies with the DAAC personnel**
- **As with the on-site hardware, maintenance trouble ticket and DR records are maintained through problem correction**
 - **These reports are for site and SMC use just like the on-site hardware maintenance reports**

The responsibility for tracking, maintaining and negotiating vendor maintenance agreements lies with the SMC and SEO organizations at GSFC.

NOTE: A more complete definition of COTS hardware maintenance is described in the COTS Maintenance Plan.

COTS Software Licenses - The responsibility for tracking, maintaining and negotiating COTS software licenses and maintenance agreements lies with the SMC and SEO organizations at GSFC.

- **Most if not all of the software packages track the number of users at each of the sites and probably limit the usage to the licensed number.**
- **The software may monitor overflow requests, if not, the sites generate trouble tickets if the number of user licenses at a particular site are causing operational problems.**
 - **This trouble ticket would flow back to SMC/SEO for resolution.**
- **The SMC and sites coordinate upgrades to either the number of software licenses or maintenance agreements and a CCR is generated and approved at the ESDIS level for changes.**

NOTE: A more complete description of COTS software licensing and maintenance is presented in the COTS Maintenance Plan

Logistics Management for Spares and Media

Note:In the Release A time frame logistics support for COTS spares and media is centralized out of SMC/SEO at GSFC.

- **The determination of the number and types of spares and media stores that will reside at each of the sites is TBD.**
- **The responsibility for replenishment of the spares and media resides in the ILS organization that is a part of SMC/SEO.**
- **There is a centralized purchasing capability that is a mainly manual process in the Release A time frame.**
- **The tracking at each site of spares and media stores is done by ECS personnel using spreadsheets and again is a manual process.**
- **The tracking is done daily and forwarded to SMC/SEO.**
- **The responsibility for tracking and replenishing site consumable that are GFE to ECS lies with the individual sites**

NOTE: A more complete description of logistics management is presented in the Integrated Support Plan.